



FTC Report Number
187943843

The FTC cannot resolve individual complaints, but we can provide information about next steps to take. We share your report with local, state, federal, and foreign law enforcement partners. Your report might be used to investigate cases in a legal proceeding. Please read our [Privacy Policy](#) to learn how we protect your personal information, and when we share it outside the FTC.

Name: John Fouts Email: icreateupwardspirals@gmail.com

Address: 1521 Concord Pike Ste 301 #281 Phone: 502-956-0052

City: Wilmington State: Delaware Zip Code: 19803

Country: USA

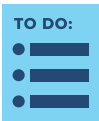
FTC Complaint — T-Mobile US, Inc. Consumer Fraud, Privacy Violation, and Unfair Business Practice I am submitting this complaint against T-Mobile for deceptive and unfair business practices, failure to investigate unauthorized access, and refusal to secure customer data and communications, in violation of Section 5 of the FTC Act. For over 20 years, I have been a customer of T-Mobile (through a family plan under my mother). In recent months, I have experienced repeated, documentable signs of unlawful surveillance, device compromise, and network-level interference affecting both my phone and laptop. These include: Unauthorized access to my device microphone Rogue cell tower connections Suspicious IMEI tracking Dynamic MAC/IP reassignment across networks Persistent interference, spoofing, and signal rerouting Inconsistent device logs, Realtek and MediaTek chipset abnormalities Tracking and telemetry forced through app permissions I never approved Despite contacting T-Mobile's Privacy Office, Fraud Department, and Customer Support multiple times, I received no meaningful investigation or redress. T-Mobile failed to acknowledge or act on urgent network integrity concerns. I also requested they report the matter to FCC, IC3, Secret Service Cyber Division, CISA, and local law enforcement — all ignored. Additionally: I have evidence of unlawful interference with emergency communications. Tower connections and routing do not match any publicly registered infrastructure. My phone has physically overheated and disconnected without explanation. Device behavior persists across SIM swaps and different hardware. This inaction places my life and my child's safety at risk. I am a federally protected class member (disabled, displaced, on SSDI, with a minor dependent) and have filed related complaints to DOJ, FCC, IC3, and other agencies. T-Mobile's refusal to investigate, confirm, or remediate constitutes an unfair and deceptive practice and a gross dereliction of duty under federal consumer protection and data security standards. I am formally requesting that the FTC: Open an investigation into T-Mobile's refusal to address customer-reported privacy intrusions. Assess whether T-Mobile's infrastructure or policies enable third-party surveillance or unlawful access. Require T-Mobile to disclose access logs, rogue tower handoffs, and internal investigation outcomes. I am prepared to supply sworn affidavits, screenshots, diagnostics, and a full forensic chronology on request. I've been a customer for over 20 years through a family plan originally managed by my mother. The current issues began in late 2023, when I started detecting unauthorized interference, surveillance indicators, and untraceable rogue cell tower handoffs. Despite repeated contact with T-Mobile's Privacy and Fraud teams, I received no investigation or support.

Date fraud began:	Amount I was asked for:	Amount I Paid:
05/21/2025		\$960.00
Payment Used:		How I was contacted:
Debit Card		In Person

Company/Person	Country	Year	Value
...

Company/Person		
Name: T-Mobile		
Address Line 1: 12920 SE 38th Street	Address Line 2:	City: Bellevue
State: Washington	Zip Code: 98006	Country: USA
Email Address: support@t-mobile.com		
Phone: 800-937-8997		
Website: https://www.t-mobile.com		
Name of Person You Dealt With: Sales Associate		

Your Next Steps



If a business won’t give you a refund for a credit or debit card charge that's inaccurate or unauthorized, and won’t stop making automatic charges to your account:

- File a dispute (also called a “chargeback”) with your credit or debit card company.
 - Online: Log onto your credit or debit card company's website and go through the dispute process.
 - By phone: Call the phone number on the back of your card and tell them why you're filing a dispute.
- Follow up with a letter to your credit or debit card company. To protect any rights you may have, follow up in writing by sending a letter to the address listed for billing disputes or errors. [Use our sample letter.](#)
- Save your records. Keep any letters, notes, or emails related to the scam - they could help prove you're entitled to a refund if the credit or debit card company has any questions.
- Find out your rights at [ftc.gov/credit](https://www.ftc.gov/credit).
- To stop automatic charges for a subscription or service, you should also:
 - Contact the company that's charging you. Tell them to cancel your subscription. Keep a copy of your cancellation request or your notes about who you talked to and when you cancelled.
 - Cancel your subscription. Do this even if you also dispute the charges with your credit or debit card company. Otherwise, the company might point to fine print disclosures on its website or contract and say you still owe money.
 - Watch your bank statements for new charges that you might need to dispute.

General Advice:

- You can find advice and learn more about bad business practices and scams at [consumer.ftc.gov](https://www.consumer.ftc.gov).
- If you’re concerned that someone might misuse your information, like your Social Security, credit card, or bank account number, go to [IdentityTheft.gov](https://www.identitytheft.gov) for specific steps you can take.
- Learn more about impersonation scams at [ftc.gov/impersonators](https://www.ftc.gov/impersonators). If someone says they are with the FTC, know that the FTC will never demand money, make threats, tell you to transfer money, or promise you a prize.

- You also can file a report with your [state attorney general](#).

What Happens Next



- Your report will help us in our efforts to protect all consumers. Thank You!
- We can't resolve your individual report, but we use reports to investigate and bring cases against fraud, scams, and bad business practices.
- We share your report with our law enforcement partners who also use reports to investigate and bring cases against fraud, scams, and bad business practices.
- We use reports to spot trends, educate the public, and provide data about what is happening in your community. You can check out what is going on in your state and metro area by visiting [ftc.gov/exploredata](#).

[ftc.gov/refunds](#)